### Training and Certification

# servicenow.

# Quick Reference Guide

ServiceNow offers hands-on training based on real-world implementations to help you quickly maximize platform value and promote success with the ServiceNow product suite.

To find out more information or to access our course calendar, visit <a href="www.servicenow.com/training">www.servicenow.com/training</a> or contact us today via email at <a href="mailto:training@servicenow.com">training@servicenow.com</a>.



Learning Options



#### Technical Training

Courses that enable best practices and knowledge right out of the gate for administrators, implementors, developers, and technical team members to get the most out of ServiceNow.



#### Custom Training and Enablement

Customized training and change enablement for your ServiceNow implementation. Specialized process usertraining designed for your specific configuration, workfows, and organization. ServiceNow change enablement experts plan forchange within your organization to increase your time to value and accelerate adoption.



#### Certification

Demonstrate mastery of the critical dimensions of the ServiceNow platform and best practices.

Delivery Types



#### Instructor-led

Learn from ServiceNow Certified Instructors in a hands-on environment.

Public or Private Training available to meet your delivery needs



#### Virtual Instructor-led

Take advantage of a ServiceNow instructor without the expense of travel



#### On-Demand

Explore the
ServiceNow portfolio
at your own pace
with videos, live and
recorded webinars,
and interactive tools
to help you accelerate
your learning



#### **Guided Tour**

Just-in-time performance support available within ServiceNow applications to help users quickly perform tasks

## servicenow

#### CUSTOMER SERVICE MANAGEMENT (CSM) CSM Fundamentals 2 Days 2 Days Field Service Management (FSM) Fundamentals CSM Implementation 💂 2 Days Certified Implementation Specialist - Customer Service Management Exam\* (CIS-CSM)

HUMAN RESOURCE MANAGEMENT (HR)				
HR Fundamentals	A	1	2 Days	
HR Implementation 🤵	1		2 Days	
Certified Implementation Specialist - HR Exam* (CIS-HR)				

IT ASSET MANAGEMENT (ITAM)			
Hardware Asset Management (HAM) Fundamentals	1	3 Days	
Software Asset Management (SAM) Fundamentals 🤵	1	3 Days	
Certified Implementation Specialist - Software Asset Management Exam* (CIS-SAM)			

#### IT OPERATIONS MANAGEMENT (ITOM) Cloud Management Fundamentals 3 Days Discovery Fundamentals 3 Days **Event Management Fundamentals** 2 Days ServiceNow Orchestration 2 Days 3 Days Service Mapping Fundamentals 3 Days Service Mapping Implementation 🙎 Recrified Implementation Specialist - Service Mapping Exam\* (CIS-SM)

PERFORMANCE ANALYTICS (PA)			
PA Fundamentals	Α	1	2 Days
PA Advanced	Α		2 Days

EMERGING APPLICATIONS (PLATFORM)					
Application Development Fundamentals	D			3 Days	
Servicenow Certified Application Developer* (CAD)		·		O Days	
Domain Separation Implementation	1			3 Days	
Platform Implementation	1			5 Days	
Scripting in ServiceNow Fundamentals	D	1		3 Days	
Service Portal Advanced	D	1		2 Days	
Service Portal Fundamentals	D	1		2 Days	
System Administration Advanced	Α	1		2 Days	
ServiceNow Fundamentals 🤵	Α		D	3 Days	
Servicenow System Administrator Certification Exam* (CSA)					

IT BUSINESS MANAGEMENT (ITBM)			
Project and Portfolio Management Fundamentals	Α		2 Days
Financial Management Fundamentals 🤵	A	ı	2 Days
Certified Implementation Specialist - Financial Management Exam* (CIS-FM)			

IT SERVICE MANAGEMENT (ITSM)					
ITSM Fundamentals	Α	1	2 Days		
ITSM Implementation 🤵	1		3 Days		
Certified Implementation Specialist - ITSM Exam* (CIS-ITSM)					

SECURITY OPERATIONS					
GRC Fundamentals	Α	I		2 Days	
Security Incident Response Implementation	Α	I		2 Days	
Security Operations Fundamentals	Α	I	D	2 Days	
Vendor Risk Management Implementation	Α	I		2 Days	
Vulnerability Response Implementation 🙎	Α			2 Days	
Certified Implementation Specialist - Vulnerability Response Exam* (CIS-VR)					

#### **Content Modification Options:**





#### Standard

Our standard course curriculum and labs that support our exercises and use cases.



#### **Tailored**

Our standard course curriculum and labs that support our exercises and use cases. Some content may be removed or added from our standard course catalog to create a unique agenda and course.



#### Custom

Custom-created content that may use our standard course curriculum, templates, and agendas as a base. Must be custom scoped. Requires added Curriculum Development hours.

A Administrator

Implementer

Developer

\*Notes Certification